

FAQ

End User Service Agreement 4.0

The purpose of this FAQ is to provide a high level overview and other information to commercial customers of Absolute Software about the new End User Service Agreement (EUSA) Version 4.0 that will take effect in August 2011.

The content within this FAQ is general in nature. The details of your Service Guarantee claims process may differ depending upon the version of EULA or EUSA that is currently in effect for your organization. For specific details relative to your account you should review your existing agreement.

For general questions, please contact your Absolute sales representative. Or contact the Absolute Legal Team at LegalNotices@absolute.com.

EUSA 4.0

General Information

What are the benefits of the new EUSA 4.0?

The focus of EUSA 4.0 is to provide our customers with a more efficient and faster claims process. The new process means that our customers will be able to claim and receive their Service Guarantee payment more quickly. This shorter window of time from filing a theft report, submitting a claim, and receiving a Service Guarantee payment will allow our customers to experience less disruption to their business since they will be able to replace a stolen device sooner.

Why has this change occurred?

We work hard to deliver the highest levels of service to every Absolute Software customer. We listened to input provided by our customers and have responded with a new process that will provide them with a faster Service Guarantee cycle so they can get back to work as quickly as possible following a theft.

How is it possible to shorten the Service Guarantee claims process?

There are a variety of measures we have taken to make this possible:

- **Call Eligibility:** Previous agreements have required that a post-theft call occur within the Guaranteed Service Period (60 days) or within an extended recovery period (up to 240 days). EUSA 4.0 requires that a call occur within 90 days pre-theft. There is no longer a requirement for a post-theft call provided a call occurred in the 90-days preceding the theft. This ensures that eligibility is established while the computer is within the customer's control. It also allows us to know that the Computrace Agent was properly installed and actively calling before the device was stolen.
- **Theft Report / Police Report Submissions:** Previous agreements have required that customers submit their theft and police reports within 90 days of the theft. However, in many instances customers may not become aware of a theft for some time after it has occurred. EUSA 4.0 requires that the customer file and submit their theft and police reports within 14 days of discovery of the theft. Note that customers are still encouraged to report a theft to the police and to Absolute Software as soon as possible. This provides the Absolute Theft Recovery team with the best possible chance of aiding the police in recovering the device and solving the crime.
- **Submitting a Service Guarantee Claim:** Previous agreements required that a customer submit their paperwork (claim form and original proof of purchase) within 30 days following their Guarantee Service period. Once submitted, up to an additional 30 days was required before the customer received their payment. EUSA 4.0 defaults to a presumed Original Proof of Purchase value (unless the customer elects to provide an original proof of purchase with their claim) as follows:
 - \$1000 (laptop, desktop, Mac devices)
 - \$ 500 (tablet, netbook devices)

*Note that the payment percentage tiers remain unchanged.

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As long as the eligibility criteria are met and the Original Proof of Purchase amount is the default amount as noted above, the Service Guarantee payment will occur within 90 days. The customer does not need to submit any other paperwork. This provides for a simpler payment process so that customers can receive their payment sooner. Contact serviceguarantee@absolute.com if you have any questions regarding a service guarantee payment.

- **Payment Timeframe:** Previous agreements provided an inconsistent result with claims taking anywhere from 90 to 330 days to complete. With EUSA 4.0, once the Guarantee Service period is complete, the payout process will immediately start by default. This will allow us to provide a much faster and consistent result with most claims expected to complete within 90-120 days. Recovery efforts will continue in parallel.
- **Prepaid Service Guarantee Balance:** This is a new component within EUSA 4.0. It allows us to shorten the window of disruption to our customers and provide them with a Service Guarantee payment quickly so they can obtain a replacement device.

During this time, the Absolute Theft Recovery team will continue to work on the investigation and in some instances the device will be successfully recovered within 30 days of the Service Guarantee payment.

In these instances an amount equivalent to the Service Guarantee payment will be transferred forward and used towards the next theft claim made by the customer (versus requiring that the customer repay the amount to Absolute Software). This means the customer's account will show a prepaid service guarantee balance in the positive and from which future Service Guarantee payments will be deducted.

When will the new EUSA take effect?

EUSA 4.0 will go into effect on August 13, 2011.

What type of communication can I expect to receive about EUSA 4.0?

Along with this FAQ we will be sending you emails and reminders via your Absolute Customer Center account. Once the new EUSA is live on August 13, 2011, you will be presented with an electronic version of the EUSA when you log in to your Customer Center account. At that time you can review and accept the new EUSA, or you can provide a copy of it to your Legal team for their review.

Where can I obtain more information?

If you have specific questions about EUSA 4.0, contact your Absolute sales representative. You can direct members of your Legal team to contact the Absolute Legal team at LegalNotices@absolute.com

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Data & Device Security Features

Does EUSA 4.0 change the workflow for Data Delete and Theft Reporting?

Yes, EUSA 4.0 will change the way theft reporting and data delete commands interoperate:

1. If a device has an open theft report filed, you will no longer be able to execute a data delete against the device.
2. If a device has an open Data Delete request, a theft report for that device will be queued until the Data Delete completes or is cancelled. The theft recovery operation will proceed at this time. Perpetual data delete commands must be confirmed as cancelled before the theft report will be processed.

What is the rationale behind changing how Data Delete and Theft Reporting interoperate?

Once a theft report is filed, the Recovery Team begins their investigation. Executing a data delete command on a device during an investigation can create negative results. For example, a data delete command will wipe an entire hard disk, including the removal of forensic tools that the Recovery team needs to affect a successful recovery. A data delete command can also alert the thief to the presence of Computrace on the stolen computer causing them to dispose of the asset.

Ultimately it is at the discretion of the customer to determine which task is more important: deleting the data or recovering the asset.

Does EUSA 4.0 change the workflow for Intel AT and Theft Reporting?

Yes, as with Data Delete, EUSA 4.0 will change the way theft reporting and Intel AT interoperate.

If a device has an open theft report, you will no longer be able to execute Intel AT security commands against the device such as an Intel AT lock or locking a device using the Intel AT countdown timer. And if the device has an open Intel AT command in process, a theft report cannot be filed against the device.

The rationale behind these changes is the same as for the Data Delete / Theft Reporting changes as noted above.

What if I decide to abort the recovery process so I can perform a Data Delete or Intel AT security command instead?

You can work with the Recovery Team to terminate the recovery process. Once the investigation is terminated and the theft report closed, a Data Delete or Intel AT security command can be initiated.